

## Approval and Communication of Refinery, Maintenance, or Engineering Instructions

<b>Document No.:</b> RI-381	<b>Title:</b> Human Factors Program	<b>Current Date:</b> 10/2011
<b>Action:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revision <input type="checkbox"/> Cancellation		<b>Next Revision Due:</b> 10/2016
<b>Responsible Organization:</b> PSM		<b>Position to Contact With Questions/Suggestions:</b> PSM Team Lead
<b>Summarize Rewritten Material:</b> Minor formatting and grammer changes.		<b>Review:</b> Minor <input type="checkbox"/> Complete <input checked="" type="checkbox"/>

### REQUIRED COMMUNICATION/TRAINING

If Type 2 or Type 3 training is necessary – Instruction Owner is responsible for developing the training material and must work with Development Department Manager and Managers of affected personnel to coordinate training of affected personnel and documentation of training.

This document should be reviewed by:	Type 1 Simple Change	Type 2 On-The-Job Training	Type 3 Classroom Training
All Refinery Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance & Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: Contractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### APPROVALS

<b>Instruction Owner:</b> Karen Draper	<b>Development Manager:</b> <i>(first signature before final routing)</i> Rick Smith
<b>Operations Manager:</b> Bruce Chinn	<b>Technical Services Manager:</b> Michelle Johansen
<b>HES Manager:</b> Dave Feiglstok	<b>Maintenance &amp; Reliability Manager:</b> Jay Peterson
<b>Refinery Manager:</b> <i>(final signature)</i> Nigel Hearne	<b>Other Manager:</b>

*On Completion – Instruction Owner will send file and message to IPC to post on the Refinery server.*

### Necessary Approval for Instructions:

- |                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Refinery Instructions:</li> <li>• Safe Work Practices:</li> <li>• Emergency Plans (400 Series RIs):</li> <li>• Engineering Instructions:</li> <li>• Maintenance Instructions:</li> <li>• Cancellation of Instruction:</li> </ul> | <ul style="list-style-type: none"> <li>Development, Operations, HES, and Refinery Manager</li> <li>Development, Operations, Maintenance &amp; Reliability, HES, and Refinery Manager</li> <li>Development, Operations, Maintenance &amp; Reliability, HES, and Refinery Manager</li> <li>Technical and HES Manager</li> <li>Maintenance &amp; Reliability and HES Manager</li> <li>Owner and Refinery or Appropriate Dept. Manager</li> </ul> |
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# **RICHMOND REFINERY INSTRUCTIONS**

**PROCESS SAFETY  
MANAGEMENT**

**HUMAN FACTORS PROGRAM**

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# **RICHMOND REFINERY INSTRUCTIONS**

## **PROCESS SAFETY MANAGEMENT**

## **HUMAN FACTORS PROGRAM**

### **1.0 SCOPE, PURPOSE, AND OBJECTIVES**

The purpose of this policy is to communicate the actions Chevron will take to meet the specific requirements of a Human Factors Program and communicate the Refinery's actions to support the program and to act as the directory where more information on the various elements exist.

The objectives are to provide a workplace whose hazards have been recognized, evaluated, and then for those items the Refinery has the control to fix, eliminate, reduce, or manage those risks to an acceptable level.

### **2.0 REGULATORY REQUIREMENTS**

City of Richmond Industrial Safety Ordinance (RISO) 42-01 § 6.43.030(h) and 42-01 § 6.43.090(b).

Section B of the Contra Costa County Industrial Safety Ordinance Guidance Document (adopted by reference within RISO 42-01).

### **3.0 PROCEDURES**

\*This section is intended to provide an overview of the various elements employed to ensure Human Factors Program requirements are understood with the intent to prevent Major Chemical Accidents or Releases.

#### **3.1 Latent Conditions – RI-384**

This policy discusses the identification of Active Failures and review of Latent Conditions to uncover and rectify existing conditions that could cause the employees to make errors that have significant consequences to operating processes or persons within the Refinery.

#### **3.2 Process Safety Policy – RI-360**

\*Within that policy describes the "Process Safety Program" elements to meet the specified requirements of §6.43.90(b) of the RISO Human Factors Program. The identification and resolution of Human Factors issues are specified within the following elements:

1. Process Hazards Analysis – RI-363
2. Event Reporting and Incident Investigations – RI-371

# **RICHMOND REFINERY INSTRUCTIONS**

## **PROCESS SAFETY MANAGEMENT**

## **HUMAN FACTORS PROGRAM**

### **3. Operating Procedures – EOM Guidebook**

#### **3.3 Management of Organizational Change – RI-382**

Describes the policy and procedure the Refinery will use to manage certain organizational changes.

#### **3.4 Site Safety Plan**

Provides an overview of the Richmond Refinery, and describes to the public the methods employed by Chevron to reduce the likelihood of a Major Chemical Accident or Release, and the potential impact of selected external events; should they occur.

## **4.0 GENERAL ROLES AND RESPONSIBILITIES**

\*4.1 The PSM Team Lead ensures the Human Factors Program is current and accurate to ensure the Refinery remains in compliance.

4.2 Persons solicited to participate in these various elements shall be trained prior to becoming directly involved in the process.

4.3 Persons facilitating explicit evaluations shall be trained prior to becoming directly involved in the process.

4.4 Refinery Business Managers are responsible to ensure the findings are resolved promptly, unless otherwise stipulated by the ordinance.

4.5 The Development Department will ensure that all new and transferring employees receive basic Human Factors Awareness training and are scheduled to receive Human Factors Refresher training at the prescribed frequency.

## **5.0 MEASUREMENT, COMMUNICATION, AND CONTINUAL IMPROVEMENT**

\*5.1 The PSM Team Lead will ensure the following:

1. Each action item resulting from these activities is tracked in a Refinery-wide data base.

2. Owners of findings shall be notified promptly.

3. Employees and their representatives are directly involved in the development and implementation of the Human Factors Program.

# **RICHMOND REFINERY INSTRUCTIONS**

## **PROCESS SAFETY MANAGEMENT**

## **HUMAN FACTORS PROGRAM**

- \*4. Metrics will be reviewed periodically to ensure the facility remains in compliance.

- \*5.2 Refinery Human Factors Committee (RISO Team)

This team ensures the on-going goals and objectives of the Human Factors Program are met and sustained. The team consists of management, employees, and their representatives who meet periodically and discuss emerging human factor issues, suggest improvements to, and verify program effectiveness. All employees are encouraged to discuss their human factor concerns with any of the team members, who will present those concerns to the team and provide individuals/groups with timely feedback.

- \*5.3 The Refinery OE/PSM Manager will oversee the sustainability of the Human Factors Program.